vantrax™ From Adeena

USER MANUAL

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VANTRAX®: VERSION 4.31 (DotNet)

1.1 **INTRODUCTION**

We at Adeena would like to thank you for your purchase of the Vantrax® Estimating package. We are proud to have you as a customer and consider you to be a partner in progress. Vantrax® was designed to streamline the sales process by eliminating redundant data entry and improving closing ratios. This manual should help you to navigate the software. We encourage you to read through this document in its entirety prior to contacting us. A copy of the manual is posted on our website at www.adeena.net.

Some of the important features of the Vantrax® system include:

- Wireless printing
- Complete support of the 400N Tariff
- Complete support of the Allied TPG Tariff
- Inclusion of all Zip-to-Zip mileage files
- Customizable printing
- Inclusion of Household Goods and Office and Industrial items
- Multiple print formats

Adeena's goal is to offer you the very best mobile solution and to provide your company with a maximum return on investment. Please contact us at **(888) 689-2415** or support@adeena.net with any questions or suggestions for the software. Your feedback provides the foundation for future developments and is always appreciated.

2: Customer information is sent through "Activesynch" to handheld device.
1: Customer information is recorded in desktop computer
3: Shipper information is accessed at residence and estimate is completed.
5 EASY STEPS
4: Electronic signature is obtained and estimate is wirelessly printed or emailed
5: Completed estimates are synched with desktop computer and stored.

1.2 HARDWARE

The Vantrax® package was designed for use on all PocketPC devices. Supported printers include:

- **Canon BJC 50/55/85**
- **HP 450CBi/340CBi (plus most Desk Jets and Laser Jets)**
- **Pentax PocketJet 200**
- **Canon i70/i80/i90**

If you purchased both Software and Hardware through Adeena, your package should entail the following:

1. **iPAQ Handheld Device**
2. **Canon i80**
3. **Bag**
4. **128MB Storage Card**
5. **Optional items (Keyboard, Ruggedized Case, Car Charger)**

1.3 GETTING STARTED

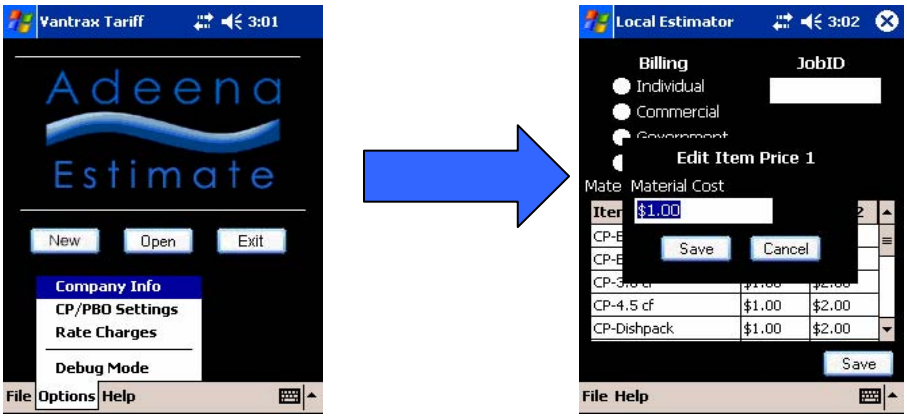
Prior to reading this manual, you should have installed your desktop software (reference attached installation documentation) and plugged in your iPAQ. If you require help with this process, please contact Technical Support at (888)689-2415 or **support@adeena.net** .

LOCAL ESTIMATING PROGRAM

To Access the Local Estimating package, select **Start, Programs** and then choose the "Local Estimator" icon.

2.1 CONTAINER PRICING

To Set Container Pricing: Select **Options – CP/PBO Settings**. To edit the pricing, touch the particular container that requires editing with the stylus. This will bring up a screen that allows the user the option to edit the materials pricing, and then the packing pricing for a particular item.

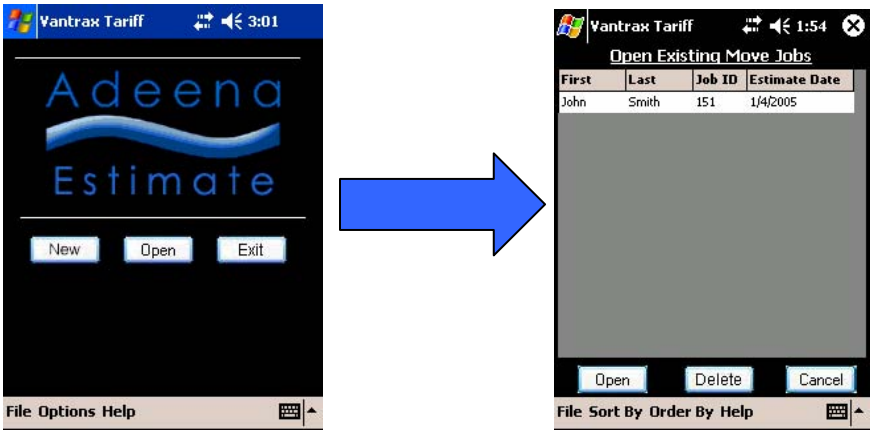


2.2 COMPANY INFORMATION

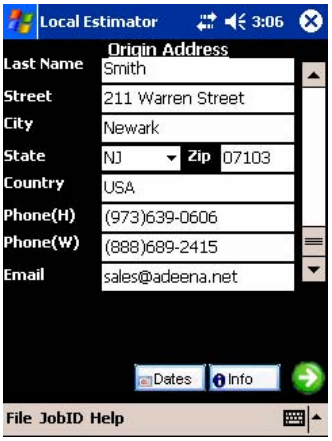
To Set Company Information: Select **Options** – **Company Information**. Any of the fields that are completed on this screen will be reflected on the estimate printout. If the user selects the box adjacent to "**Use Company Letterhead**", then the top of the estimate printout will appear blank.

2.3 OPEN NEW/EXISTING FILE

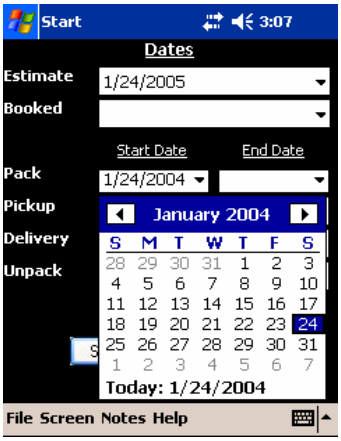
To open a new file, select **File** – **New**. To open an existing file select **File** – **Open** and then select from the listed estimates.



2.4 ORIGIN ADDRESS: The origin address screen incorporates the shipper name, address and contact information. By selecting JobID, it is possible to enter a unique job identification number for an estimate. The **Dates** button allows the user to enter pertinent dates for a given move such as the estimate date, packing date, move date etc. The **Info** button allows the user to enter pertinent accessorial related information such as long-carries, flights of stairs and what floor the job is picking up from. *To move to the next screen, tap the green arrow located on the bottom right hand corner.*



1. Origin Address



2. Dates

3. Access Information

2.6 DESTINATION ADDRESS: This screen incorporates the destination address and contact information. It is also possible to enter dates and accessorial information by using the **Dates** and **Info** buttons.

3.1 INVENTORY BUILDER: This page enables the user to enter the furniture information for the electronic cube sheet.

First - identify a room from the pull-down on the top right hand side of the page (this represents the heading under which the furniture list will be saved).

Second – select a category from the left hand side. Items are then added from this category into the room on the right hand side of the screen by touching them once with the stylus.

3.2 ADDING AND SUBTRACTING MULTIPLE ITEMS

When an item is highlighted on the right-hand side of the screen, the user can add **+1**, **+5**, or **+10** units by choosing from those options listed under the furniture list on the left hand-side of the screen. Similarly the user can remove items by selecting **-1**, **-5**, or **-10** units from the right hand-side of the screen when an item is highlighted.

3.3 CP CONTAINERS VERSUS BOXES

From the furniture list there are two box categories. "CP containers" (Carrier Packed Containers) will automatically add to the materials costs for the move. "Boxes" add to the furniture list, however these items are assumed to be cartons provided by the shipper and do not add to the materials costs. To add CP and/or PBO containers, select this button from the top of the screen. By selecting the button again, the user will be returned to the item list they were utilizing immediately prior to selecting one of container options.

3.4 "SORT BY" OPTIONS

There are 7 options available for entering items. These variations are accessible by selecting "**Sort By**" from the Menu Bar. The 7 options include:

- **A-Z –** This is a summary list of all items in alphabetical order. To search the list, enter a letter or two on the keyboard and the curser will bring the user to the appropriate section of the list. For example, by entering "ch" the user would be taken to the "Chairs".
- **Cube -** This default option categorizes the furniture list in accord with a standard cube sheet. Items are organized by room and each room contains the items most likely to be found in a given area of the house.
- **Category -** Furniture items will be categorized by type and in alphabetical order, i.e. Appliances, beds, bookcases, boxes.
- **Commercial** – The commercial section is geared exclusively towards Office and Industrial Relocations.
- **Custom** – The custom list is completely customizable and allows the user to enter their own list of items from scratch.

- **Bulky Pieces** – Any items added to the Bulky list will be automatically given a "(b)" designation. These are to reflect items of significant mass with low weight.
- **Equipment** – The Equipment list reflects items that are to be used in completing the move such as dollies, masonite etc. By default, all of these items have a cubic footage of zero, however it is possible to add, delete or edit any items on this list.

3.5 ADDING, EDITING, DELETING ITEMS FROM THE INVENTORY LIST

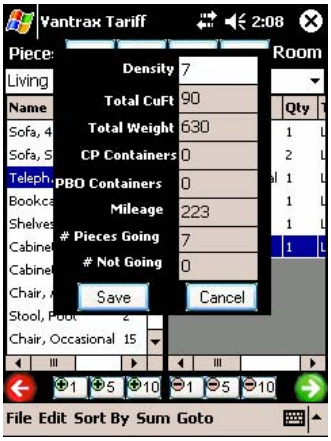
It is possible to add, edit or delete any items from the list with the notable exception of the A-Z list (which acts purely as a summary of all items). To change an item, the user can either "touch and hold" on an item, or select **edit** from the menu bar. Items can be edited, added or removed from the left column (which will make a permanent change to the item), *or* can be edited from the right column once they have been added to reflect a one time change. It is also possible to add notes to a particular item on a one time or permanent basis, i.e. "sofa (shrink-wrapped). These notes will automatically print in parentheses.

3.6 EDITING ROOMS

To edit a room, click on **edit, rooms** from the menu bar. The system will give the option to **"Add Room", "Edit Room"** or to **"Remove Room"**.

3.7 INIDCATING ITEMS THAT ARE NOT GOING

To select items that are "not going", click on the button entitled "NG". Portions of the screen will turn red to indicate that the user is now entering items under the heading "ng" or not going. These items will be reflected on the furniture list when it is printed out, however these items will not add to the total piece count, the total weight or the total cubic footage.



3.8 SUM BUTTON

The **SUM** button gives the user the opportunity to see an instant snapshot of what items have been added so far. The sum button allows the user to edit the density of the shipment and includes information related to:

- Cubic Footage
- Total Weight
- CP Containers
- PBO Containers
- # of Pieces Going
- # of Pieces Not Going

3.9 GO TO BUTTON

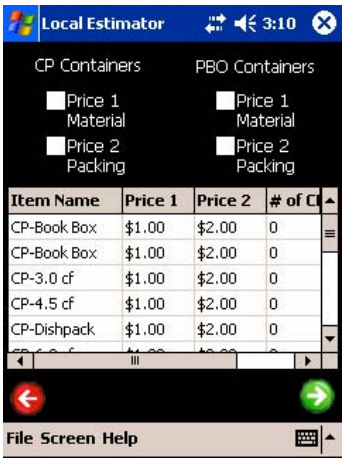
The **Goto** button links the inventory builder screen to the notes section. Once the appropriate notes have been added the user can select **Save** and will be retuned to the inventory builder screen.

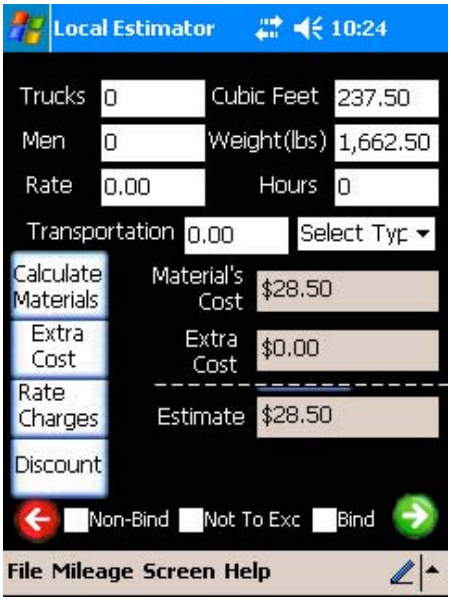
3.9.1. INDICATING TYPE OF SHIPMENT (AIR, SEA, LAND, STORAGE)

The Vantrax® application allows the user to enter the different shipment types for international relocations including: land, sea, air, and storage. The default shipment type is **Land**. In order to change the shipment type, select **Type** from the buttons on the top and select the appropriate option. When the cube sheet is printed, shipment types will be printed separately.

4.1 CONTAINER SUMMARY SCREEN

The Container Summary Screen shows a summary of all of CP (Carrier Packed) and PBO (Packed by Owner) boxes. In order to apply materials or packing pricing to ***either*** CP or PBO boxes, place a check mark in the appropriate box. This screen makes it possible to account for a scenario in which only select containers are being packed, but all materials are being delivered to the shipper (to facilitate this example, a check mark would be placed next to materials and packing under the CP container section, *and* a check mark would be placed next to the materials section under PBO Containers). It also makes it possible to account for scenarios in which a customer asked for no packing and then later asked for a price with complete packing services. Rather than going back into the inventory builder and changing the designation of each container from PBO to CP, the user can simply place a check mark next to the Materials and Packing under the PBO Container section of the CP Summary screen and the appropriate pricing will be applied to the PBO containers.





5.1 ESTIMATE CALCULATOR

The Estimate Calculator enables the user to enter the number of trucks, men, hours and the hourly rate necessary to complete a given job. The cubic feet and weight will automatically populate from the inventory builder, however it is possible to override these from within the Estimate Calculator Screen.

5.2 CALCULATE MATERIALS

By selecting the **Materials Cost** button, the user can add materials such as Plastic Wrap, Bubble Wrap, Paper and Tape. The gray "Inventory Cost" section entails the cost of the pre-selected CP Containers from the "Inventory Builder" screen.

5.3 EXTRA COSTS

The **Extra Cost** button enables the user to enter additional costs that may be associated with a local move including, storage, overnight holds and third-party services.

5.4 DISCOUNTS

The Vantrax® program allows users to enter discounts for local or commercial moves. To enter a discount, select the **Discount** button and then select the appropriate discount option. It is possible to enter a bottom-line discount, which will uniformly discount all line item costs, *or* to enter a discount specific to either labor or materials costs.

5.5 RATE CHARGES

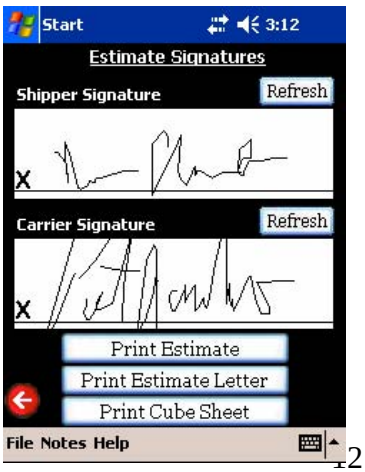
Rate Charges allow the user to enter custom charges that apply to a given variable from within the program. In contrast with **Extra Costs**, this section is designed for repetitive charges; charges that would apply to numerous move scenarios - such as a piano surcharge.

Rate Charges can be entered either from within the Billable Charges Screen or, it is also possible to enter Default Rate Charges from the main splash screen. To add a new Rate Charge, select Add from within the Rate Charges Section. The user has the option to name the charge ("Piano Surcharge"), to provide a rate for the charge ("$100") and to apply the rate to a given variable within the program ("Per Move"). Rates can be applied per cubic foot, per pound, per hundred weight (CWT), per move, per man, per truck or per hour.

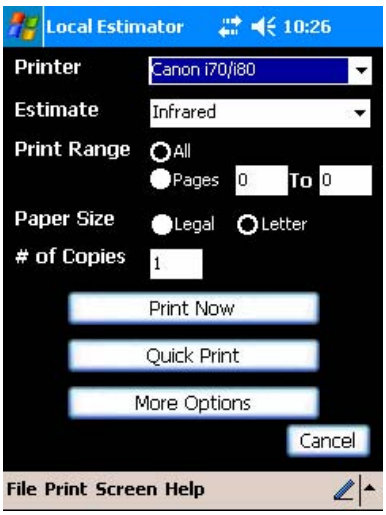
To apply a Rate Charge for a given move, select Rate Charges and place a check next to the appropriate item. It is possible to add a Rate Charge on a one time basis, or to add a Permanent Rate Charge.

6.1 SIGNATURE

This screen allows the carrier representative and shipper to electronically sign the Estimate Form and Furniture List.



6.2 PRINTING



In order to wirelessly print the **Estimate**, **Estimate Letter** or **Cube Sheet**, the user must unlock the printer and turn it on. When the green light stops flashing, feed a piece of plain copy paper (or letterhead) into the printer.

- To print the estimate, select the **"Save and Print Estimate"** button or choose from the **Print** option on the menu bar.
- To print the Estimate Letter, select the **"Save and Print Letter"** button or choose this option from the **Print** option on the menu bar.
- To print out the cube sheet, select **"Save and Print Cube"** from the **Print** option on the menu bar.

Once the user has selected one of the above options, the user will see a print screen reflecting different print settings, connection types (infrared or Bluetooth), legal or letter printouts and the number of copies to be printed.

****Note that in order to print, the infrared connections must be lined up between the handheld unit and the printer and/or Bluetooth must be "Turned On".****

6.3 ESTIMATE NOTES

The Notes section is accessible from any other screen by choosing "Notes" from the menu bar. Notes will be printed on the estimate form.

It is also possible to enter verbal notes for a given job by choosing the **Rec** button. The recorded notes will be attached to the Shipper file.

6.4 SAVING THE FILE

Data is automatically saved from within the application as soon as the user selects another field from within the program. It is also possible to use the **"Save As"** feature to record multiple estimates for a given shipper, i.e. "John Smith", "John Smith w/Packing".

TARIFF 400N

To access the 400N Tariff, select **Start, Programs** and then touch on the "Vantrax Tariff" icon.

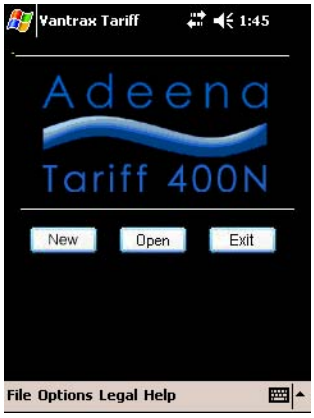
7 .1 COMPANY INFORMATION

This screen incorporates the Adeena Logo and affords the user the opportunity to set the company information or to open an existing estimate, start a new estimate or exit the application.

To Set Company Information: Select **Options** – **Company Information**. Any of the fields that are completed on this screen will be reflected on the estimate printout. If the user checks the box adjacent to "Use Company Letterhead", then the top of the estimate printout will appear blank. When the user finishes completing this form, choose "Save" in the bottom right-hand corner of the screen.

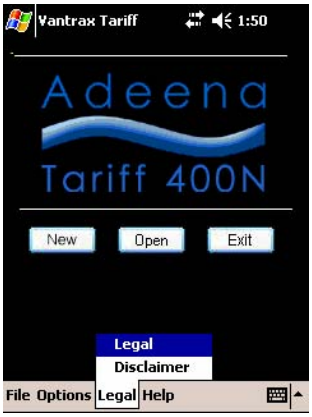
7.2.1 OPEN NEW/EXISTING FILE

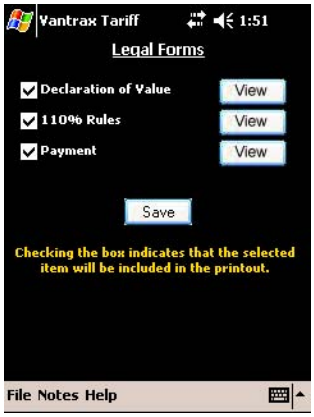
To open a new file, select the **New** button**.** To open an existing file, select the **Open** button, and then select from the list of existing estimate files.

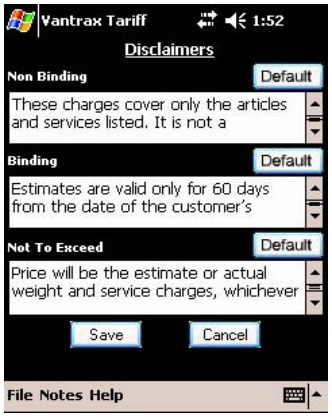


7.2.2 ENTERING DEFAULT DISCLAIMERS AND LEGAL INFORMATION

The Vantrax® system allows the user to establish default disclaimers for non-binding, binding and not-to-exceed estimate types. The system also allows the user to enter default legal information such as "payment information", the "110% payment rule"(applicable for non-binding estimates only) and the "declaration of value". To enter this information select **Legal** from the main splash screen and then choose either **Disclaimer** or **Legal.**







7.2.3 PEAK RATES

By selecting **Options – Peak,** the user can set default pricing rates as Peak or non-Peak. The Vantrax® system also allows this default setting to be changed from within the Billable Charges Screen for an individual shipper.

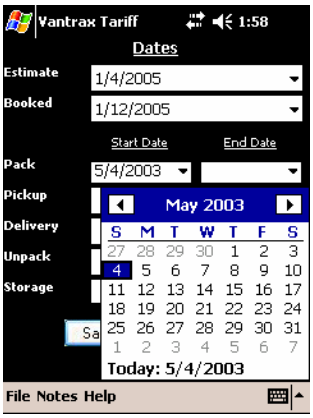
7.2.4 DEFAULT AGENTS

Default Agents can be entered by selecting **Options** – **Default Agents** from the main splash screen. To add a new agent select **Add**, enter the pertinent information and select **Save**. These agent listings can always be edited in the future. To assign a default agent, simply choose an appropriate agent from the drop-down list.

7.3 ORIGIN ADDRESS

The origin address screen incorporates the shipper name, address, contact information, dates, agents and access information. It is mandatory that the user enter the zip codes and shipper last name in order to move onto the next screen.

While the Floors and Elevators do not factor into the new tariff, they are still operationally relevant and have been included for this reason, even though they do not impact the pricing. To enter the accessorial information, select the **Info** button.



To enter pertinent shipment dates related to the move, select the **Dates** button.

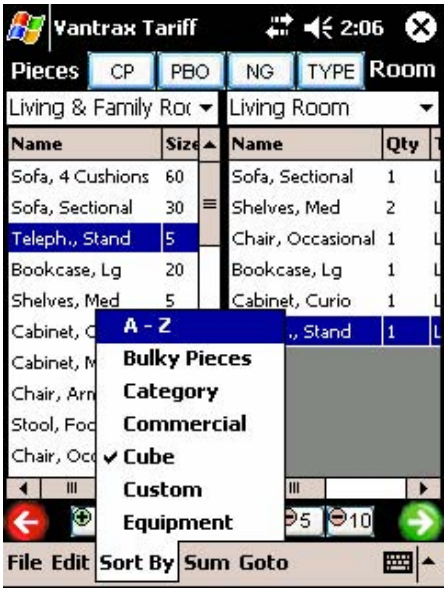
From both the origin and destination screens it is also possible to enter Booking, Hauling, Origin and Destination agents that have been assigned to a particular move. If default settings have been established for the agents, the user can override these settings from within a particular shipper file.

7.4 DESTINATION ADDRESS:

This screen includes the destination address and contact information. The destination zip code must be included in order to proceed to the next screen. Similar to the Origin Address Screen, it is possible to enter dates related to the move, Agent Information and Destination Access Information by clicking on the appropriate button.

8.1 INVENTORY BUILDER

This page enables the user to enter the furniture information for the electronic cube sheet.



First - identify a room from the pull-down on the top right hand side of the page (this represents the heading under which the furniture list will be saved).

Second – select a category from the left hand side. Items are then added from this category into the room on the right hand side of the screen by touching them once with the stylus.

8.2 ADDING AND SUBTRACTING MULTIPLE ITEMS

When an item is highlighted on the right-hand side of the screen, the user can add **+1**, **+5**, or **+10** units by choosing from those options listed under the furniture list on the left hand-side of the screen. Similarly the user can remove items by selecting **-1**, **-5**, or **-10** units from the right hand-side of the screen when an item is highlighted.

8.3 CP CONTAINERS VERSUS BOXES

From the furniture list there are two box categories. "CP containers" (Carrier Packed Containers) will automatically add to the materials costs for the move. "Boxes" add to the furniture list, however these items are assumed to be cartons provided by the shipper and do not add to the materials costs. To add CP and/or PBO containers, select this button from the top of the screen. By selecting the button again, the user will be returned to the item list they were utilizing immediately prior to selecting one of container options.

8.4 "SORT BY" OPTIONS

There are 7 options available for entering items. These variations are accessible by selecting "**Sort By**" from the Menu Bar. The 7 options include:

- **A-Z –** This is a summary list of all items in alphabetical order. To search the list, enter a letter or two on the keyboard and the curser will bring the user to the appropriate section of the list. For example, by entering "ch" the user would be taken to the "Chairs".
- **Cube -** This default option categorizes the furniture list in accord with a standard cube sheet. Items are organized by room and each room contains the items most likely to be found in a given area of the house.
- **Category -** Furniture items will be categorized by type and in alphabetical order, i.e Appliances, beds, bookcases, boxes.
- **Commercial** – The commercial section is geared exclusively towards Office and Industrial Relocations.
- **Custom** – The custom list is completely customizable and allows the user to enter their own list of items from scratch.
- **Bulky Pieces** – Any items added to the Bulky list will be automatically given a "(b)" designation signifying that selection of these items will add a bulky item to the additional services from within the Tariff.
- **Equipment** – The Equipment list reflects items that are to be used in completing the move such as dollies, masonite etc. By default, all of these items have a cubic footage of zero, however it is possible to add, delete or edit any items on this list.

8.4.1 ADDING, EDITING, DELETING ITEMS FROM THE INVENTORY LIST

It is possible to add, edit or delete any items from the list with the notable exception of the A-Z list (which acts purely as a summary of all items). To change an item, the user can either "touch and hold" on an item, or select **edit** from the menu bar. Items can be edited, added or removed from the left column, which will make a permanent change to the item, *or* can be edited from the right column once they have been added to reflect a one time change.

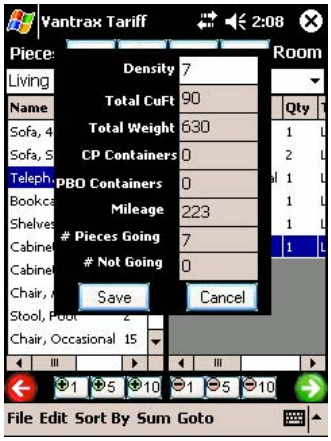
8.4.2 EDITING ROOMS

To edit a room, click on **edit, rooms** from the menu bar. The system will give the option to **"Add Room", "Edit Room"** or **"Remove Room"**.

8.5 INIDCATING ITEMS THAT ARE NOT GOING

To select items that are "not going", click on the button entitled "NG". Portions of the screen will turn red to indicate that the user is now entering items under the heading "ng" or not going. These items will be reflected on the furniture list when it is printed out, however these items will not add to the total piece count, the total weight or the total cubic footage.

8.6 SUM BUTTON



The **SUM** button gives the user the opportunity to see an instant snapshot of what items have been added so far. The sum button allows the user to edit the density of the shipment and includes information related to:

- Cubic Footage
- Total Weight

- CP Containers
- PBO Containers
- Mileage
- # of Pieces Going
- # of Pieces Not Going

8.7 GO TO BUTTON

The **Goto** button links the inventory builder screen to the **Notes** section, the **Crates** and the **Bulky items** from within the application. To go to any of these sections, select **Goto** from the menu within the inventory builder. Once the appropriate items or notes have been added, the user can select **Save** and will be retuned to the inventory builder screen.

8.8 INDICATING TYPE OF SHIPMENT (AIR, SEA, LAND, STORAGE)

The Vantrax® application allows the user to enter the different shipment types for international relocations including: land, sea, air, and storage. The default shipment type is **Land**. In order to change the shipment type, select **Type** from the buttons on the top and select the appropriate option. When the cube sheet is printed, shipment types will be printed separately.

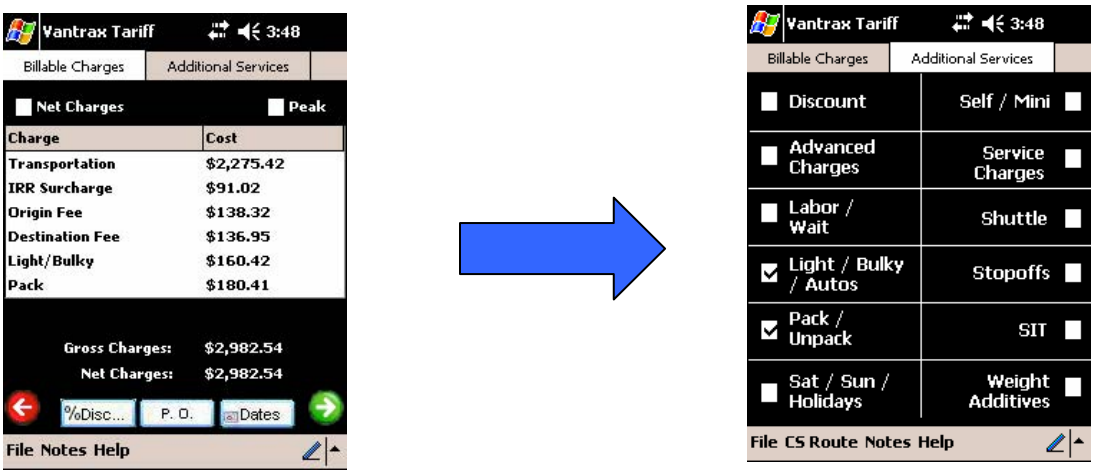
9.1 SHIPMENT INFORMATION

This screen provides a summary of the information related to the shipment and affords the user the opportunity to enter pertinent shipment information such as valuation, estimate type (non-binding, binding, not-to-exceed and contract) and fuel surcharge percentages.

- The Weight will be automatically filled-in after the inventory is completed; however **it is possible to override the weight.**
- The Extra Weight category is not an editable field. It will be filled-in automatically if and when the user enters **light/bulky** items and/or **weight additives** from the additional services portion of the program.
- The DOE Fuel Price must be entered in accord with the published AMSA rates. These rates can be found at http://www.promover.org/fuel/fuelchart.html and are changed on a monthly basis.
- The Estimate type requires the user to enter what type of estimate the shipper requires, i.e. **binding, non-binding, contract, not-to exceed**.
- The valuation field entails 5 options: $.60 per pound, Full Value Protection with no deductible, Full Value Protection with a $250 deductible, Full Value Protection with a $500 deductible and a custom option. The user has the ability to enter in the company's own rates and pricing by clicking on the **Custom** button located on the bottom portion of the screen. ***Note that you must have "Custom" selected from the drop-down list in order to enter custom valuation rates.***

10.0 BILLABLE CHARGES / ADDITIONAL CHARGES

This screen automatically calculates the charges based on the 400N Tariff. To enter extra charges, select the "Additional Services" from the Tab on the top. To select a particular Additional Service, check the box next to the appropriate category.



10.1 Pack/Unpack/Crate: This screen enables the user to enter packing charges. First select from the pull-down in the upper right hand corner to choose from the following options: Full Pack, Full Pack OT, Custom Pack, Custom Pack OT, No Packing. If the user entered CP containers from the Inventory Builder, then there will already be a list of containers. To add or subtract containers, highlight the pertinent item and then choose +1, +5, +10 or –1, -5, -10. When the packing items have been entered, the user should select unpack from the tab on the top of the screen. The user can either copy the values from the packing, or enter their own unpacking items. To enter crates, select that option from the tab on the top of the screen and complete the appropriate data entry. Once complete, touch the save button to return to the main Billable Charges screen.

10.2 Advanced Charges allows the user to enter special non-discounted charges such as Third Party Services.

10.3 Price Adjustment enables the user to discount various components of the move such as Transportation, Pack/Unpack Services, Other Services, SIT Services, Bottom-Line Discounts.

10.4 Special Services: This option is currently unavailable.

10.5 Labor/Wait Charge enables the user to incorporate tariff charges for waiting time, labor, special service etc.

10.6 The Sat/Sun/ Holiday category enables the user to indicate that the pickup and/or delivery is going to happen on a weekend or holiday.

10.7 Stopoffs allow the user to enter stopoffs at pickup or delivery. All fields in this category are mandatory.

10.8 Light/Bulky Articles empower the user to enter vehicles and/or other bulky items.

10.9 Weight Additives includes boats, campers etc and enables the user to enter these specialized items, which entail additional charges.

10.10 Service Charges are currently not available.

10.11 SIT (Storage-in-Transit) allows the user to enter storage for all or part of the shipment. All fields in this category are mandatory.

10.12 Shuttle Services allow for the user to enter charges associated with a smaller truck required to transfer items to or from the assigned moving van.

10.13 Self/Mini Storage enables the user to enter items that are going into or coming out of a self or mini-storage and to apply the charges associated with that. All fields are mandatory in this category.

10.14 The Current Shipping Route is located on the menu bar and enables the user to manipulate the order of pickups and deliveries. This category is only relevant if there are multiple additional pickups or deliveries.

11.1 OVERRIDING THE CHARGES

It is possible to override the Tariff charges by selecting the **P.O. (Price Override)** button**.** This will then enable the user to enter a custom price. When the estimate is printed, all services will be printed, however none of the Tariff 400N charges will be reflected in the printout.

11.2 NET CHARGES

The **Net Charges** button allows the user to reflect the discount on a per line item basis. When these charges are printed, the shipper will see discounts applied on a per line item basis and the estimate will not show the applied discount.

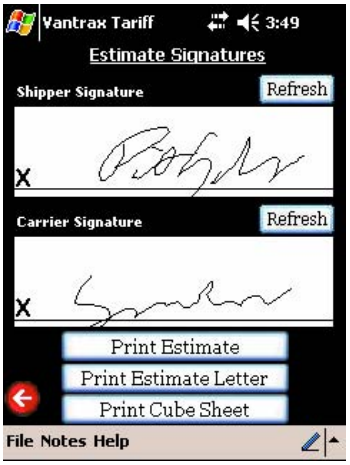
11.3 PEAK VERSUS NON-PEAK

In addition to being able to add a default setting for Peak/Non-Peak Charges from the main splash screen, the user can also select the **Peak** check box from within the Billable Charges Screen to demonstrate Peak pricing. Likewise it is possible to uncheck the box to demonstrate non-peak pricing.

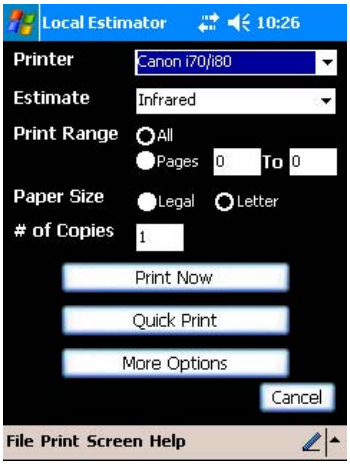
12.1 SIGNATURE / PRINTING

This screen allows the carrier representative and shipper to sign both the Estimate Form and Furniture List.

In order to wirelessly print the **Estimate**, **Estimate Letter** or **Cube Sheet**, the user needs to unlock the printer and turn it on. When the green light stops flashing, feed a piece of plain copy paper (or letterhead) into the printer.



- To print the estimate, select the **"Save and Print Estimate"** button or choose this option from the **Print** option on the menu bar.
- To print the Estimate Letter, select the **"Save and Print Letter"** button or choose this option from the **Print** option on the menu bar.
- To print out the cube sheet, select **"Save and Print Cube"** from the **Print** option on the menu bar.



Once the user has selected one of the above options, the user will see a print screen reflecting different print settings, connection types (infrared or Bluetooth), legal or letter printouts and the number of copies to be printed.

****Note that in order to print, the infrared connections must be lined up between the handheld unit and the printer and/or the Bluetooth connection must be "Turned on"****

13.1 ESTIMATE NOTES

The Notes section is accessible from any other screen by choosing "Notes" from the menu bar. Notes will be printed on the estimate form.

It is also possible to enter verbal notes for a given job by choosing the record button. The recorded notes will be attached to a given file.

TOTAL PRICE GUARANTEE (TPG) TARIFF

To access the TPG Tariff, select **Start, Programs** and then touch on the "Vantrax Tariff" icon. When the main screen pulls up, the TPG can be accessed by choosing **Options**, **Tariff Type – TPG.**

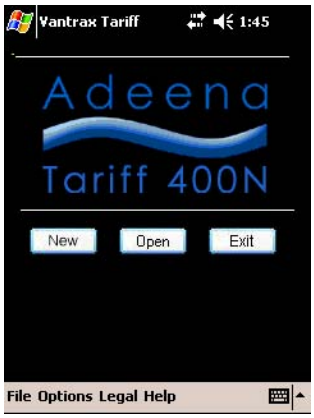
14 .1 COMPANY INFORMATION

This screen incorporates the Adeena Logo and affords the user the opportunity to set the company information or to open an existing estimate, start a new estimate or exit the application. Note that the company information and other related fields are common to both the TPG and 400N and will be reflected in both applications.

To Set Company Information: Select **Options – Company Information**. Any of the fields that are completed on this screen will be reflected on the estimate printout. If the user checks the box adjacent to "Use Company Letterhead", then the top of the estimate printout will appear blank. When the user finishes completing this form, choose "Save" in the bottom right-hand corner of the screen.

14.21 OPEN NEW/EXISTING FILE

To open a new file, select the **New** button**.** To open an existing file, select the **Open** button, and then select from the list of existing estimate files.



14.22 ENTERING DEFAULT DISCLAIMERS AND LEGAL INFORMATION THESE SECTIONS APPLY TO THE 400N TARIFF ONLY, THE ABILITY TO EDIT VERBIAGE RELATED TO THE TPG TARIFF HAS BEEN LOCKED.

14.23 PEAK RATES
THIS APPLIES TO 400N RATES ONLY.

14.24 DEFAULT AGENTS
Default Agents can be entered by selecting **Options** – **Default Agents** from the main splash screen. To add a new agent select **Add**, enter the pertinent information and select **Save**. These agent listings can always be edited in the future. To assign a default agent, simply choose an appropriate agent from the drop-down list.

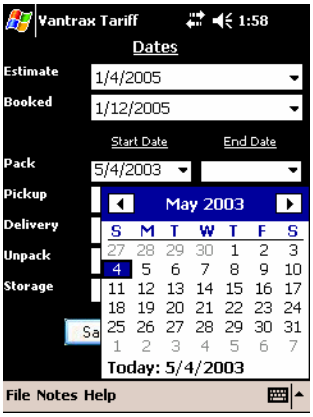
14.25 EDITING CONTAINER PRICING
To edit container pricing, select **Options** from the menu bar and then choose **Tariff Options – Box Pricing**. This will allow the user to edit Container, Packing and Unpacking rates on a per box basis. These rates will be saved permanently until changed in the future.

14.26 ADMINISTRATIVE FEE
The Administrative Fee is a Fee that, at the discretion of the user or company, can be added into the Transportation Pricing and was initially designed to cover credit card fees (please note that once applied, this fee will be levied on all jobs until removed). To access the Admin Fee, select **Options, TPG Options, Admin Fee.** This allows the user to enter either a) a lump sum value that will be applied on a per move basis, b) a fee that will be assessed as a percentage of total Transportation for a given move.

14.3 ORIGIN ADDRESS

The origin address screen incorporates the shipper name, address, contact information, dates, agents and access information. It is mandatory that the user enter the zip codes and shipper last name in order to move onto the next screen.

While the Floors and Elevators do not factor into the new tariff, they are still operationally relevant and have been included for this reason, even though they do not impact the pricing. To enter the accessorial information, select the **Info** button.



To enter pertinent shipment dates related to the move, select the **Dates** button.

From both the origin and destination screens it is also possible to enter Booking, Hauling, Origin and Destination agents that have been assigned to a particular move. If default settings have been established for the agents, the user can override these settings from within a particular shipper file.

14.4 DESTINATION ADDRESS:

This screen includes the destination address and contact information. The destination zip code must be included in order to proceed to the next screen. Similar to the Origin Address Screen, it is possible to enter dates related to the move, Agent Information and Destination Access Information by clicking on the appropriate button.

15.1 INVENTORY BUILDER

This page enables the user to enter the furniture information for the electronic cube sheet.

First - identify a room from the pull-down on the top right hand side of the page (this represents the heading under which the furniture list will be saved).

Second – select a category from the left hand side. Items are then added from this category into the room on the right hand side of the screen by touching them once with the stylus.

15.2 ADDING AND SUBTRACTING MULTIPLE ITEMS

When an item is highlighted on the right-hand side of the screen, the user can add **+1**, **+5**, or **+10** units by choosing from those options listed under the furniture list on the left hand-side of the screen. Similarly the user can remove items by selecting **-1**, **-5**, or **-10** units from the right hand-side of the screen when an item is highlighted.

15.3 CP CONTAINERS VERSUS BOXES

From the furniture list there are two box categories. "CP containers" (Carrier Packed Containers) will automatically add to the materials costs for the move. "Boxes" add to the furniture list, however these items are assumed to be cartons provided by the shipper and do not add to the materials costs. To add CP and/or PBO containers, select this button from the top of the screen. By selecting the button again, the user will be returned to the item list they were utilizing immediately prior to selecting one of container options.

15.4 "SORT BY" OPTIONS

There are 7 options available for entering items. These variations are accessible by selecting "**Sort By**" from the Menu Bar. The 7 options include:

- **A-Z –** This is a summary list of all items in alphabetical order. To search the list, enter a letter or two on the keyboard and the curser will bring the user to the

appropriate section of the list. For example, by entering “ch” the user would be taken to the “Chairs”.

- **Cube -** This default option categorizes the furniture list in accord with a standard cube sheet. Items are organized by room and each room contains the items most likely to be found in a given area of the house.
- **Category -** Furniture items will be categorized by type and in alphabetical order, i.e Appliances, beds, bookcases, boxes.
- **Commercial** – The commercial section is geared exclusively towards Office and Industrial Relocations.
- **Custom** – The custom list is completely customizable and allows the user to enter their own list of items from scratch.
- **Bulky Pieces** – Any items added to the Bulky list will be automatically given a “(b)” designation signifying that selection of these items will add a bulky item to the additional services from within the Tariff.
- **Equipment** – The Equipment list reflects items that are to be used in completing the move such as dollies, masonite etc. By default, all of these items have a cubic footage of zero, however it is possible to add, delete or edit any items on this list.

15.4.1 ADDING, EDITING, DELETING ITEMS FROM THE INVENTORY LIST

It is possible to add, edit or delete any items from the list with the notable exception of the A-Z list (which acts purely as a summary of all items). To change an item, the user can either “touch and hold” on an item, or select **edit** from the menu bar. Items can be edited, added or removed from the left column, which will make a permanent change to the item, *or* can be edited from the right column once they have been added to reflect a one time change.

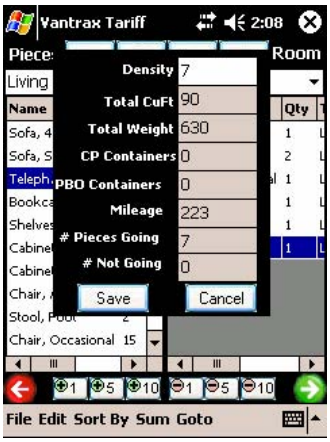
15.4.2 EDITING ROOMS

To edit a room, click on **edit, rooms** from the menu bar. The system will give the option to **“Add Room”, “Edit Room”** or **“Remove Room”**.

15.5 INIDCATING ITEMS THAT ARE NOT GOING

To select items that are “not going”, click on the button entitled “NG”. Portions of the screen will turn red to indicate that the user is now entering items under the heading “ng” or not going. These items will be reflected on the furniture list when it is printed out, however these items will not add to the total piece count, the total weight or the total cubic footage.

15.6 SUM BUTTON



The **SUM** button gives the user the opportunity to see an instant snapshot of what items have been added so far. The sum button allows the user to edit the density of the shipment and includes information related to:

- Cubic Footage
- Total Weight
- CP Containers
- PBO Containers
- Mileage
- # of Pieces Going
- # of Pieces Not Going

15.7 GO TO BUTTON

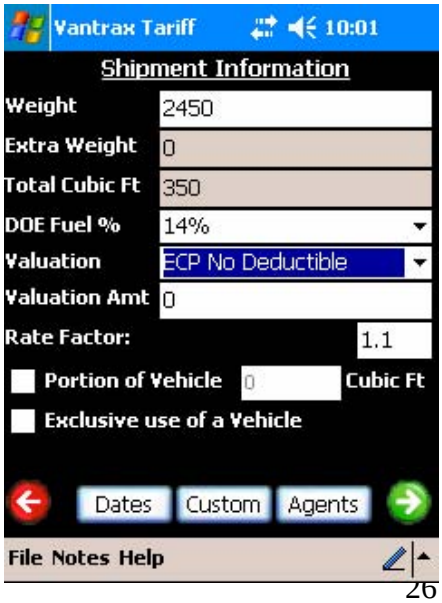
The **Goto** button links the inventory builder screen to the **Notes** section, the **Crates** and the **Bulky items** from within the application. To go to any of these sections, select **Goto** from the menu within the inventory builder. Once the appropriate items or notes have been added, the user can select **Save** and will be retuned to the inventory builder screen.

15.8 INDICATING TYPE OF SHIPMENT (AIR, SEA, LAND, STORAGE)

The Vantrax® application allows the user to enter the different shipment types for international relocations including: land, sea, air, and storage. The default shipment type is **Land**. In order to change the shipment type, select **Type** from the buttons on the top and select the appropriate option. When the cube sheet is printed, shipment types will be printed separately.

16.1 SHIPMENT INFORMATION

This screen provides a summary of the information related to the shipment and affords the user the opportunity to enter pertinent shipment information such as valuation, and fuel surcharge percentages.



- The Weight will be automatically filled-in after the inventory is completed; however **it is possible to override the weight.**
- The Extra Weight category is not an editable field. It will be filled-in automatically if and when the user enters **light/bulky** items and/or **weight additives** from the additional services portion of the program.
- The DOE Fuel Price must be entered in accord with the published AMSA rates. These rates can be found at http://www.promover.org/fuel/fuelchart.html and are changed on a monthly basis.

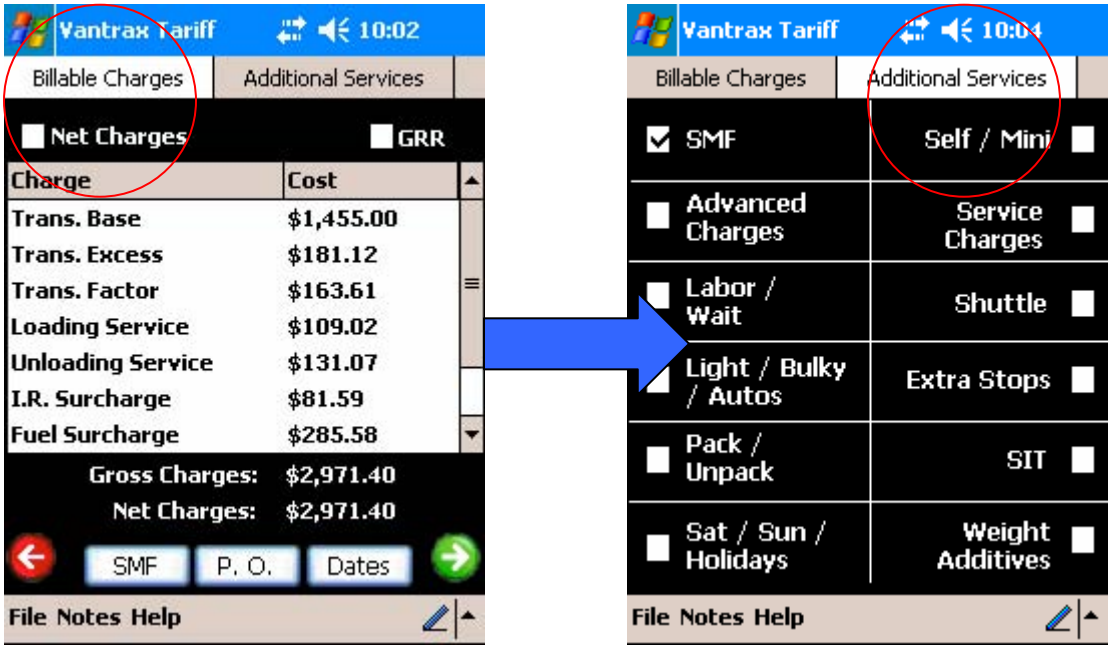
- The valuation field entails 4 options: $.60 per pound, ECP with no deductible, ECP with a $250 deductible, ECP with a $500 deductible and a custom option. The user has the ability to enter in the company's own rates and pricing by clicking on the **Custom** button located on the bottom portion of the screen. ***Note that you must have "Custom" selected from the drop-down list in order to enter custom valuation rates.***
- **Rate Factor:** The rate factor field allows the user to enter a rate factor for a given shipment.
- **Exclusive Vehicle, Portion of Vehicle Usage:** These fields allow the user to assign a full or a portion of a truck to a specific shipper. This adjustment will be reflected in the Tariff Rates.

17.0 BILLABLE CHARGES / ADDITIONAL CHARGES

This screen automatically calculates the charges based on the TPG Tariff. To enter extra charges, select the "Additional Services" from the Tab on the top. To select a particular Additional Service, check the box next to the appropriate category.

17.1 GRR / NET CHARGES

The Guaranteed Rate Reduction can be added into an estimate printout by placing a check mark next to the GRR section. To print out an estimate without showing the complete breakdown of charges, place a check mark next to "Net". This will aggregate all transportation charges under one heading entitled **Transportation.**



17.2 SERVICE MANAGEMENT FEES

The **SMF** button allows the user to edit the default Service Management Fee of 18.6%. The SMF can be applied either as a percentage of transportation or as a lump sum value.

18.0 ADDITIONAL SERVICES

18.1 Pack/Unpack/Crate: This screen enables the user to enter packing charges. First select the Pack/Unpack option from the Additional Services Menu. Packing can be entered either per container or per hundred weight (per cwt). It is also possible, if entering containers on a "per box" basis, to apply a packing discount of up to 30%. Other packing options include "Breakables" and "Mattress" Packing that are facilitated by the program either per hundred weight or as a lump sum. Per box packing can be edited by choosing the edit button to see an editable list of all CP items entered from the inventory builder screen. To add or subtract containers, highlight the pertinent item and then choose +1, +5, +10 or –1, -5, -10. When the packing items have been entered, the user should select unpack from the tab on the top of the screen. The user can either copy the values from the packing, or enter their own unpacking items. To enter crates, select that option from the tab on the top of the screen and complete the appropriate data entry. Once complete, touch the save button to return to the main Billable Charges screen.

18.2 Advanced Charges allows the user to enter special non-discounted charges such as Third Party Services.

18.3 Special Services: This option is currently unavailable.

18.4 Labor/Wait Charge enables the user to incorporate tariff charges for waiting time, labor, special service etc.

18.5 The Sat/Sun/ Holiday category enables the user to indicate that the pickup and/or delivery is going to happen on a weekend or holiday.

18.6 Stopoffs allow the user to enter stopoffs at pickup or delivery. All fields in this category are mandatory.

18.7 Light/Bulky Articles empower the user to enter vehicles and/or other bulky items.

18.8 Weight Additives includes boats, campers etc and enables the user to enter these specialized items, which entail additional charges.

18.9 Service Charges are currently not available.

18.10 SIT (Storage-in-Transit) allows the user to enter storage for all or part of the shipment. All fields in this category are mandatory.

18.11 Shuttle Services allow for the user to enter charges associated with a smaller truck required to transfer items to or from the assigned moving van.

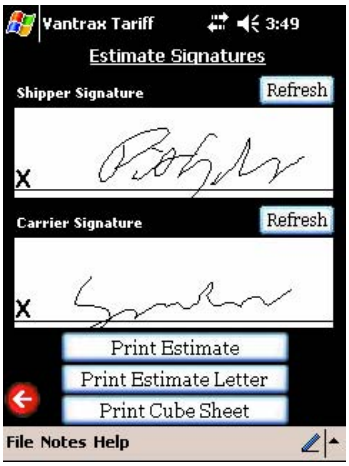
18.12 Self/Mini Storage enables the user to enter items that are going into or coming out of a self or mini-storage and to apply the charges associated with that. All fields are mandatory in this category.

18.13 The Current Shipping Route is located on the menu bar and enables the user to manipulate the order of pickups and deliveries. This category is only relevant if there are multiple additional pickups or deliveries.

19.1 OVERRIDING THE CHARGES

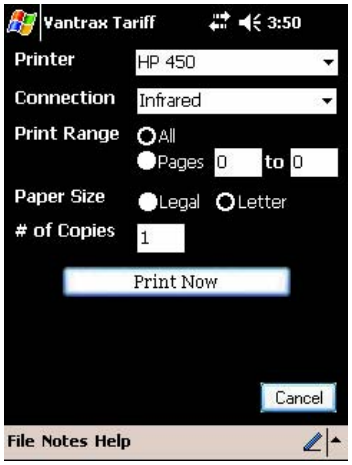
It is possible to override the Tariff charges by selecting the **P.O. (Price Override)** button from the Main Billable Charges Screen**.** This will then enable the user to enter a custom price. When the estimate is printed, all services will be printed, however none of the Tariff 400N charges will be reflected in the printout.

20.1 SIGNATURE / PRINTING



This screen allows the carrier representative and shipper to sign both the Estimate Form and Furniture List.

In order to wirelessly print the **Estimate**, **Estimate Letter** or **Cube Sheet**, the user needs to unlock the printer and turn it on. When the green light stops flashing, feed a piece of plain copy paper (or letterhead) into the printer.



- To print the estimate, select the **"Save and Print Estimate"** button or choose this option from the **Print** option on the menu bar.
- To print the Estimate Letter, select the **"Save and Print Letter"** button or choose this option from the **Print** option on the menu bar.
- To print out the cube sheet, select **"Save and Print Cube"** from the **Print** option on the menu bar.

If the user does not want to print on-site, but would like to save a copy of the printout to the PDA, select **Print** from the menu bar and then choose **Combine Estimate/Cube**.

Once the user has selected one of the above options, the user will see a print screen reflecting different print settings, connection types (infrared or Bluetooth), legal or letter printouts and the number of copies to be printed.

****Note that in order to print, the infrared connections must be lined up between the handheld unit and the printer and/or the Bluetooth connection must be "Turned on"****

21.1 ESTIMATE NOTES

The Notes section is accessible from any other screen by choosing "Notes" from the menu bar. Notes will be printed on the estimate form.

It is also possible to enter verbal notes for a given job by choosing the record button. The recorded notes will be attached to a given file.

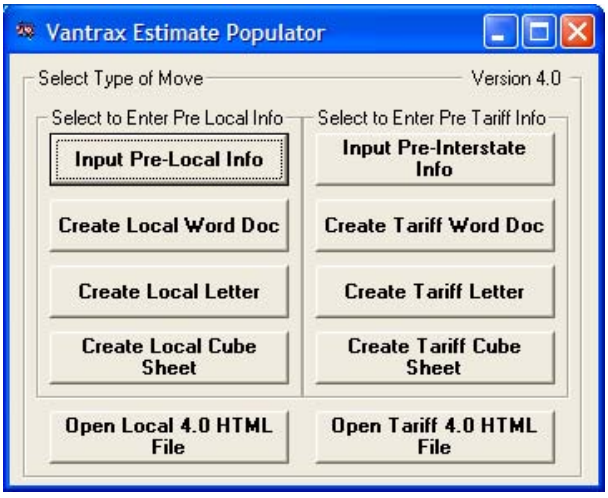
22.1 DESKTOP SOFTWARE

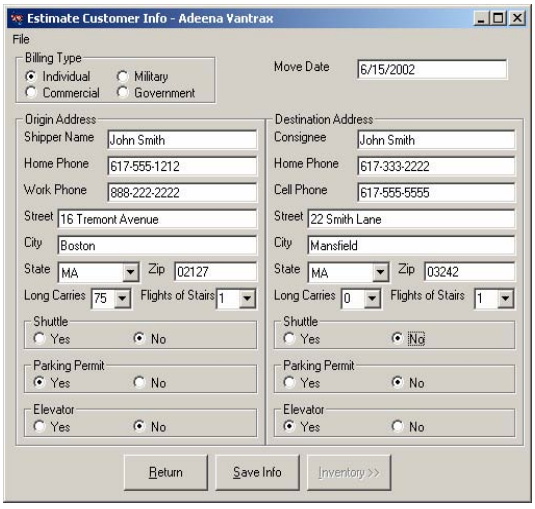
Once the user has completed the installation of the **Vantrax® Desktop Software** along with **ActivSync**, the user is now ready to link the mobile unit to the computer. (If the user has not yet completed the aforementioned steps, please reference the attached installation documentation).

We suggest that the user add the Vantrax® icon to the desktop for ease of access. To do this, right click on the program icon, select **Send To** and then choose **Desktop (Create Shortcut)**.

The Desktop software is designed to offer a consistent flow of information. Customer information is captured on the desktop - the unit is synced with the iPAQ - the estimate is calculated and wirelessly printed on-site - then the unit is placed back into the cradle so that the information is captured on the desktop.

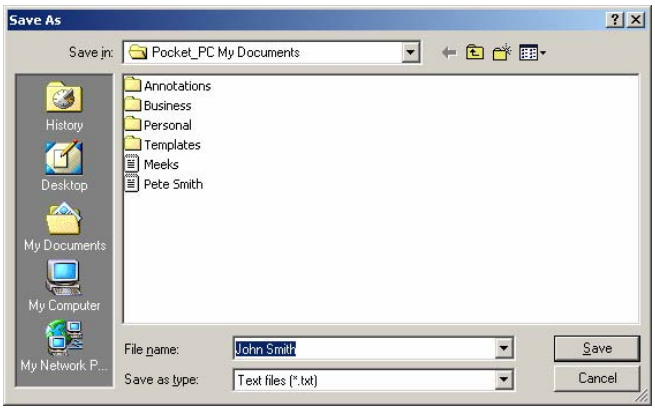
22.2 ENTERING CUSTOMER INFORMATION





To enter customer information on the desktop, double click on the Vantrax® Icon. If the potential customer is interested in a local, commercial or intrastate move, select **Input Pre-Local Info**. If the customer is interested in an Interstate Relocation, select **Input pre-Interstate Info**.

Fill in the appropriate customer information - none of the fields are required. Once complete, select **Save** from the menu.



Files should be saved into the **Pocket_PC My Documents** folder. Once complete, the user will be returned to the main screen. From here, select **Return** from the menu. A pop-up box will appear indicating, **"Returning to main menu will delete all info".** Assuming that the user has already saved the information, select **ok.**

22.3 SYNCING COMPLETED FILES

As soon as the user places the iPAQ into the cradle, the sync process will automatically be initiated. This process provides the dual function of sending new appointments into the mobile unit and sending completed estimates back to the desktop.

****BEFORE SYNCHRONIZING ALL VANTRAX APPLICATIONS MUST BE CLOSED ON THE PDA****

22.4 REPRINTING ESTIMATES FROM THE DESKTOP

Completed estimates can be reprinted (or emailed) off of the desktop. To do this, open the Vantrax® program to the main page and select either **Open Local 4.0 HTML File** or **Open Tariff 4.0 HTML File**. From this point, the user should open either the **Local Data** folder from within the **Pocket_PC** folder on the desktop, or the **Tariff** Data folder. A menu of the current customers will appear, double click on the customer folder and then the user should select a print file to be reflected on the desktop.

23.1 DELETING FILES

For optimum performance, it is recommended that the user periodically remove files from the mobile unit. Although the iPAQ can hold numerous files, it is suggested that the user remove files on a regular schedule (once a week or once every two weeks).

In order to remove files select **Open** from the main load screen. Then click on the file that the user would like to remove and select **delete.**

The user can also remove Print Files by going into either the **Local Data** or the **Tariff Data** folder and removing the customer folders.

****The user should not, under any circumstances, remove either the file entitled "Local" or "Tariff" from either of these folders – as this represents the program database and will lose customer information****

24.1 FREQUENTLY ASKED QUESTIONS

I selected Vantrax® from the program files and it will not open? This is usually because the program is currently running. To see which programs are currently open, depress the button on the bottom right hand corner of the unit (marked with an arrow that curves up and to the right). This will bring up all programs that are currently running.

How do I close a program? By selecting the button on the bottom right of the iPAQ (see prior FAQ), the user will bring up all currently open programs. If the user select a particular program with the stylus and hold the stylus on the program, the user will be given the option to "Close this Task", "Close All Tasks", or to "Close background Tasks". It is suggested that the user close all tasks every day or two and not leave too many programs running concurrently.

I selected the (X) at the top right hand of the program, but it was still running? The "X" simply minimizes the program, it does not close it. To learn how to close the program, reference the prior FAQ.

My system is frozen, what should I do? Occasionally, the user may run into a situation where the iPAQ freezes on a particular screen. If this occurs, tilt the iPAQ forward and look at the bottom of the unit. On the back of the unit, there is a small hole. Insert the stylus into the hole and the user will effectively complete a "Soft Reset". This is the equivalent of pressing Ctrl Alt Delete on the desktop computer.

How do I know how much battery life I have left? The system will give the user numerous warnings if the battery life is running low. The user can also check the battery power by selecting **Start, Settings, Systems, Power.**

Do I need to close all programs before shutting off my unit? No, simply depress the button on the top right hand of the unit. It is recommended however that the user periodically close all programs.

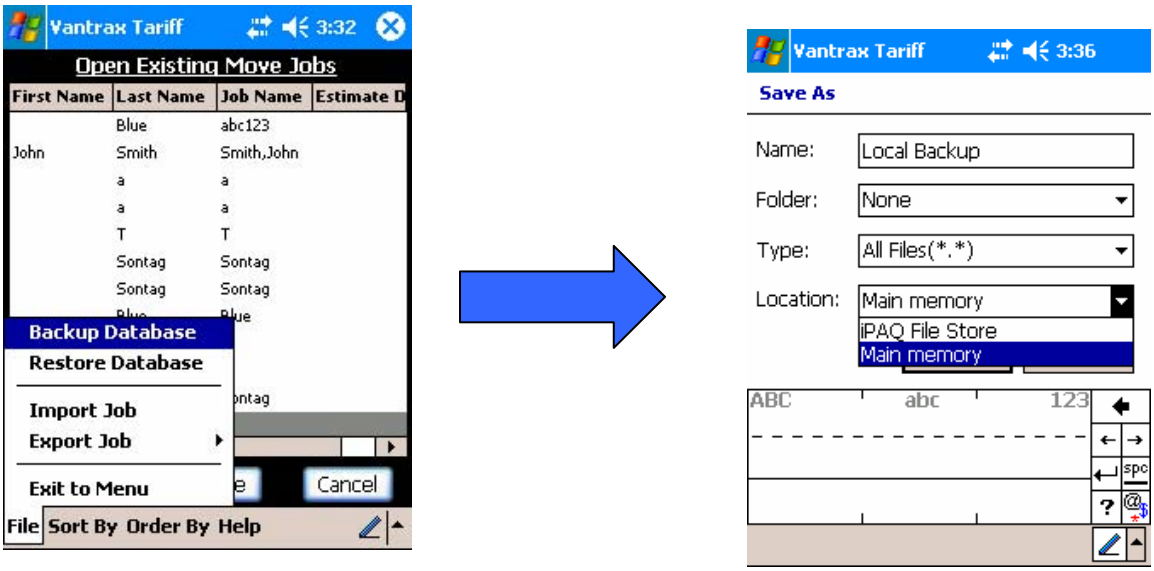
How do I change the backlight settings? To edit the backlight settings, choose **Start, Settings, System, Backlight, Brightness** and then slide the scroll bar to the appropriate level.

Does PocketPC offer different methods for data entry? Yes. The iPAQ offers four distinct data entry methods. To edit the mode of entry, select the black arrow on the bottom right corner of the unit located adjacent to the keyboard icon. The system will then bring up four different options from which to select, including the Keyboard, Transcriber, Block Recognizer and Letter Recognizer.

How do I update the Program? You will be notified by via email or via the www.adeena.net website of updates that have been posted. In order to update your device, synchronize your PDA to a computer with internet access and access either the Tariff or local estimating programs. Click update from the menu bar on the main screen and then follow the requisite steps. You will need to update your local program and the tariff program independently.

How do I make sure that I save data? It is important to understand, that if you leave your pda for a few weeks, without charging it, you will drain your batteries completely and lose all information. There are several things that you can and should do to prevent data loss.

1) Synchronize your pda to your desktop – this will copy your database and all print files to your desktop computer.
2) Backup your Database from within the Open Section of both the local and Tariff programs. This is done by selecting **Open, File, Backup Database.** This will bring up a "Save As" menu – and files should be saved to either an SD Card and or the IPAQ File Store.
3) Complete a Backup of your whole ipaq onto a Storage Card. This is completed by selecting **Start, Programs, Ipaq Backup.** Make sure that you backup to the SD card and not the default IPAQ File Store, as otherwise you will not have enough space to complete the backup. In the even that you ever lose battery power completely and find that your programs have also been deleted, you can simply choose Start, Programs, Ipaq Backup, Restore – which will restore all information to the point from which you did your last system backup.



If you have additional questions pertaining to the Vantrax® program, please feel free to contact our office during normal business hours at (888) 689-2415 or online at support@adeena.net . We appreciate your patronage.